

Understand and Be Prepared for Winter Storms

In Alberta, winter storms and extreme cold can happen suddenly, last for several days and have a significant impact on our daily lives. Winter storms can create power outages, reduce our ability to travel safely and create challenges for daily family living and livestock health and safety.

You can greatly lessen the impact of a severe storm by taking the time to prepare in advance. This involves three basic steps.



- 1 Determine the type of severe weather, and associated risks, expected in your region. Be sure to listen to radio, TV and other communication channels. Realize the difference between the various winter weather warnings.
 - **Winter Storm Watch** – Issued at least 12 to 36 hours in advance when circumstances are favourable for the development of hazardous conditions, but exact severity, timing and location can't be confirmed.
 - **Winter Storm Warning** – Issued when a combination of hazardous winter conditions are occurring or expected to develop within 12 hours.
 - **Blizzard Warning** – Issued when winds of 40km/h or more are expected to cause widespread reductions in visibility to less than 1 km due to blowing snow and expected to last for at least 4 to 6 hours accompanied by extremely low wind-chill.
 - **Snowfall Warning** – Issued when hazardous amounts (which may vary across the county) are expected to fall over a 12 or 24-hour period.

- 2 Make a family emergency plan, so that everyone knows what to do, what their responsibilities are and where to go in case of an emergency. Planning for a winter storm can also help prepare you for many other types of emergencies. For a downloadable, step-by-step publication from the Government of Canada visit: www.getprepared.gc.ca/.
- 3 Prepare an emergency kit (info below), so that you and your family can be self-sufficient for at least 72 hours during a severe storm. Key items would include but are not limited to:
 - **Water** – at least two litres of water per person per day; include small bottles that can be carried easily in case you need to leave;
 - **Food that won't spoil**, such as canned food, energy bars and dried foods (replace food and water once a year);
 - **Equipment that is battery or manually operated**, such as flashlights, radio and can opener, ensuring you have additional working batteries; and
 - **Ensure an emergency to-do list is available** and followed for both companion animals and livestock.

Visit www.alberta.ca/build-an-emergency-kit.aspx for more information.

For power troubles or service requests, contact: FortisAlberta (the distribution system operator for West Wetaskiwin REA): Toll-free: 1-855-333-9473 or 780-310-9473

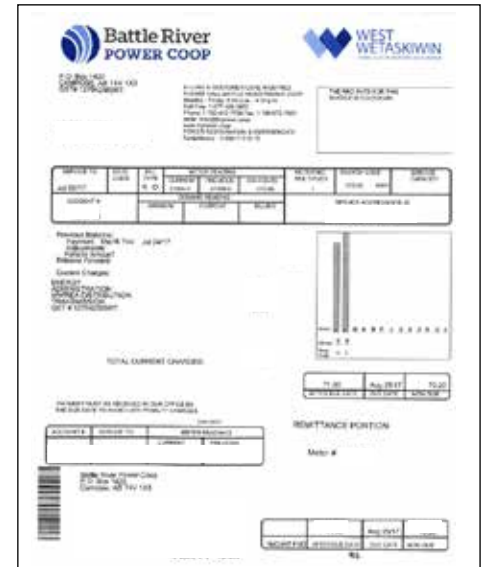
For REA inquiries contact:
West Wetaskiwin REA
R.R. #1 Station Main,
Wetaskiwin, Alberta T9A 1W8
Phone: 780-335-9378 (WEST)
E-mail: westwet@telus.net
www.westwetaskiwinrea.com

For billing or account inquiries contact:
Battle River Power Coop
Box 1420
Camrose, Alberta T4V 1X3
Toll-free: 1-877-428-3972
E-mail: brpc@brpower.coop
www.brpower.coop



Understanding Your Monthly Bill

Monthly electrical utility bills detail the applicable charges for the various components involved in electricity delivery. Below we are using a monthly bill example for the Regulated Rate Option (managed for West Wetaskiwin REA by Battle River Power Coop). Charge details would appear on all monthly invoices but might be listed differently.



In the top section, you will see your billing address, account number, the current and previous meter read, the kWh hours used for the current billing cycle, the electricity rate and the service address site ID.

In the middle section you will see the charges for the month and/or details on any previous balances/payments. (See below for greater detail.) You will also see a chart reflecting the last 12 month's monthly usage.

The bottom remittance portion provides details on amount due and the due date, in addition to your account information.

ENERGY:

This line item reflects the cost of energy used within the billing cycle and varies based on consumption and the current cost of the energy. Billing cycle details are located in the top section of the bill.

ADMINISTRATION

This fee covers the costs for billing and services associated with billing.

DISTRIBUTION

The Distribution Tariff, established annually by the West Wetaskiwin REA Board of Directors, covers the costs of the annual contract with our Distribution System Operator to maintain and operate the West Wetaskiwin REA's distribution system.

TRANSMISSION

Transmission charges are based on consumption and reflect all supplemental transmission related fees such as the Quarterly Adjustment Riders, etc. in a single line. Transmission rates are approved by the Alberta Utilities Commission. This amount is collected by the Distribution System Operator and paid directly to the Transmission Facility Operators – no portion of this fee accrues to West Wetaskiwin REA.

LOAD SETTLEMENT:

This is the fee charged by Fortis Alberta as the Load Settlement Agent. Fortis Alberta conducts load settlement for all sites they service and the load settlement calculation accounts for the hourly energy consumed by customers of each RETAILER and/or RRO provider. No portion of this fee accrues to the REA.

The reverse side of the monthly bill (as per the example) has other information such as contact details, payment instructions and additional charges information, in addition to data on monthly charges.

Regulated Rate Option



The Regulated Rate Option (RRO) may increase or decrease from month to month as it is priced on the open market and subject to many factors relating to supply and demand. It is not a 'regulated' rate, rather is a default rate. If you do not have a contract with an electricity retailer, then you are on the RRO. For December 2020, the RRO is priced at \$0.06938 per kWh, reflected on your enclosed orange bill. For January 2021, the Battle River Power Coop monthly RRO billing rate is \$0.07305.

Members are free to purchase electricity services from a retailer of their choice. For a list of retailers, visit ucahelps.alberta.ca or call 310-4822 (toll free in Alberta).

Information on West Wetaskiwin REA's Code of Conduct Regulation Compliance Plan can be found on our website: www.westwetaskiwinrea.com